



EFFECT OF EMOTIONAL INTELLIGENCE ON JOB SATISFACTION”

With reference to SANAARI SOFTWARE SOLUTIONS PVT LTD

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Abstract

Emotional intelligence and Job satisfaction are two of the high-interest topics of modern-day work life. They are a competitive advantage in personal and work life. That studies the determinants (i.e., why the two words are what they are). The primary analyze association between emotional intelligence and job satisfaction. This focuses on understanding how designation, experience and marital status of the employee affect his/her emotional intelligence and job satisfaction. We relied on Data Sanaari software solutions Pvt Ltd. to investigate the hypothesized associations between study variables. Results of the study indicate that there is a significant positive relationship between emotional intelligence and internal satisfaction. It indicates a very strong positive correlation that is very significant for Emotional Intelligence to Job Satisfaction. It also suggests that designation of an employee does not affect job satisfaction and emotional intelligence. In contrast, employees having high emotional recognition are more likely to have higher levels of internal job satisfaction.

Keywords: Emotional Intelligence, Job Satisfaction, Employee Satisfaction, Emotional Recognition, Workplace Performance, Organizational Behavior, Employee Experience, Designation, Marital Status, Software Industry.

I. INTRODUCTION

In today's competitive business environment, organizations recognize that employee performance depends not only on technical skills but also on emotional and psychological well-being. Emotional Intelligence (EI) refers to an individual's ability to understand, manage, and express emotions effectively while maintaining healthy relationships with others. Employees with high emotional intelligence are generally better at handling workplace stress, resolving conflicts, communicating effectively, and adapting to organizational changes. These qualities contribute significantly to higher productivity, improved teamwork, and a positive work environment.

Job satisfaction is another important factor that influences employee performance, motivation, commitment, and retention. It reflects the extent to which employees feel happy, motivated, and fulfilled with their job roles, work environment, compensation, career growth opportunities, and

relationships with colleagues and management. Employees who experience high job satisfaction are more likely to remain loyal to the organization, perform efficiently, and contribute to organizational success.

The relationship between emotional intelligence and job satisfaction has become an important area of research in organizational behavior and human resource management. Employees with strong emotional intelligence are better equipped to manage workplace challenges, maintain positive interpersonal relationships, and cope with work-related pressures, leading to greater job satisfaction. Understanding this relationship helps organizations develop effective training programs, improve employee engagement, and create a healthy organizational culture.

This study, titled "Effect of Emotional Intelligence on Job Satisfaction with Reference to SANAARI Software Solutions Pvt. Ltd.", aims to examine the impact of emotional intelligence on employees' job



satisfaction. The study also analyzes whether demographic factors such as designation, work experience, and marital status influence emotional intelligence and job satisfaction. The findings of this research will help the organization understand the importance of emotional intelligence in improving employee satisfaction, organizational commitment, and overall workplace performance.

Research Objectives

- To study the level of emotional intelligence among employees at SANAARI Software Solutions Pvt. Ltd.
- To examine the level of job satisfaction among employees in the organization.
- To analyze the relationship between emotional intelligence and job satisfaction.
- To identify the impact of emotional intelligence on employees' job satisfaction.
- To examine whether demographic factors such as designation, work experience, and marital status influence emotional intelligence and job satisfaction.
- To evaluate how emotional recognition and emotional management contribute to employees' internal job satisfaction.
- To provide suitable suggestions for improving emotional intelligence and enhancing job satisfaction among employees.

Research Methodology

The present study adopts a descriptive research design to examine the effect of emotional intelligence on job satisfaction among employees of SANAARI Software Solutions Pvt. Ltd. Both primary and secondary data were used for the research. Primary data were collected directly from employees through a structured questionnaire designed to measure emotional intelligence and job satisfaction. Secondary data were collected from books, research journals, company reports, articles, and reliable online sources to support the study.

The study was conducted among employees working in different departments and designations of the organization. A convenience sampling technique was used to select the respondents. A sample of 100 employees was considered for the study to obtain reliable information regarding their emotional intelligence and job satisfaction levels.

The collected data were classified, tabulated, and analyzed using statistical tools such as percentage analysis, mean, standard deviation, correlation analysis, and regression analysis. Tables, charts, and graphs were used to present the findings clearly. The analysis helps in understanding the relationship between emotional intelligence and job satisfaction and the influence of demographic factors such as designation, work experience, and marital status on the study variables.

II. REVIEW OF LITERATURE

Goleman (1998) research displays that Emotional Intelligence has explained expected double as main as some different ability in some task duty. The stiffer and challenging the function the more Emotional Intelligence enhances the main determinant in advance. Sales public, extreme in moving wit, have explained to beat remainder of something by until 319%. He likewise erect that 90% of wonderful leader's results are assign to their Emotional Intelligence and noticed that being favourable is much in addition to just judgment. IQ only gives reason for about 4% to 20% of results. It shows the fault-finding determinant for maintained realization is not only a function of skill or ability but 80% of attainment is helpless on Emotional Intelligence.

McClelland (1999) raise crucial point of sentimental judgment capacities, their breaches outperformed annually pay aims by 20%. Division heads outside that crucial point under acted by nearly the alike amount. "He raise that the more certain the overall attitudes of population in the top administration crew, the more together they



processed together - and the better the company's trade results.

"Egon Zehnder (2000) establish that Emotional Intelligence Leads to Success in Top Executives. Around the World for 515 senior administrations analysed, those the one were generally forceful in affecting wit were more inclined prevail than those the one were most powerful in either appropriate premature knowledge or IQ. In other words, heated acumen was a better prophet of boom than either appropriate former knowledge or extreme IQ. More expressly, the executive was extreme in sensitive data in 74 per insignificant value of the achievements and only in 24 per insignificant value of the deteriorations. The study contained directors in Latin America, Germany, and Japan, and the results were nearly equal effectively three breedings.

George, J.M. (2000) stated that in Working accompanying Emotional Intelligence, 80-90% of the abilities that change top entertainers are in the rule of poignant understanding. While IQ and added determinants are main, allure clear that sensitive acumen is owned by optimum efficiency. Leader's superiority starts and ends accompanying their central money: "Executives the one forsake to evolve self-knowledge risk dropping into an excitedly reducing routine that warns their real beings. Indeed a disinclination to survey your central countryside not only weakens your own ambition but can more erode your strength to encourage remainder of something.

John Wiley & Sons, Ltd. (2000) investigates in welcome study the connection betwixt the neuter arrangement of a clerks work group and the staff member's task delight, utilizing a sample grabbed at random over 1600 U.S. employees. After ruling attainable confusing variables, study shows that the level of an employee's task vindication is had connection with the neuter arrangement of the operators work group, what the connection of these variables does not disagree 'tween male and female staff members. Both people interested in something active in feminine-

equalized groups have taller levels of task vindication than those the one introduce comparable groups. Employee's active camp holding generally brothers have hostile levels of task vindication, accompanying those active camp holding mainly mothers dropping not definite. These results are regular accompanying forecasts established Blaus belief of hierarchy that delight hopeful capital for members in more various groups.

McClelland (2000) inspected 30 parties and raise that larger EI scores changed the top entertainers from average one. Some of the guests inspected by bureaucracy are: In a milestone study of individual of the UKs best dining room groups, skilled was clear evidence that excitedly knowledgeable managers were more direct. Manager's extreme in sensitive understanding had outlets that outperformed possible choice accompanying raised vacationer vindication, lower change, and 34% better profit turnover. EQ and guidance was further clear at PepsiCo. In a ship project, governments picked for EQ abilities far outperformed their associates, transferring, 10% increase in output, 87% decrease in executive change (\$4m), \$3.75m additional financial profit, over 1000% return on expenditure. In arrangements place guidance is most apparent, the influence (passionate behaviour) of the commanders plays a big part. It could be visualized positively hindering few crews "walk on tip toes" when person engaged in private ownership of business is "bearing a distressing era." Perhaps that's reason their study accompanied ultimate active chiefs in the US Navy use EQ behaviours – they are hotter, more leaving, excitedly revealing, moving, and outgoing. A study administered by him of 358 commanders inside Johnson and Johnson labelled a powerful link 'tween superior operating heads and passionate ability. The end is effective: "Emotional ability changes favourable officers".

Hay Group (2000) establish that skilled is greatly of research that links impassioned brilliance accompanying individual depiction and administrative output. Partner's extreme in impassioned data in an



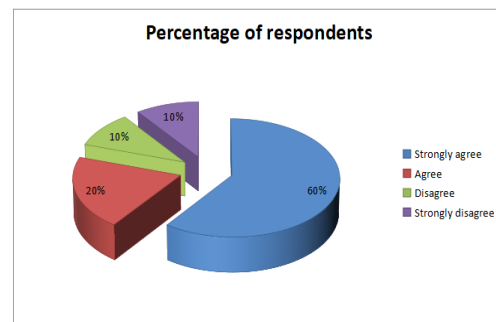
advisory firm brought 139% more misuse their reports than different associates. Sales public prepared in passionate knowledge abilities worked out a maintained 87% bettering in reductions and the preparation brought extra of 2000% return on finance in the first period. Sales population picked on sentimental judgment abilities had 63% less change than those picked in the usual habit. Insurance auctions nation forceful in affecting judgment convinced tactics approximately of double the profit of those reduced in moving agility. Exceptional heads ascribed 90% of their happiness to their moving brilliance Eq.

Benjamin Schneider (2001) establish that anything somewhat institution you run, a basic measure of benefit hopeful the habit your consumers see you. Your arrangements skill to draw and maintain consumers demands far in addition to consumer delight. To establish dependable clients, institutions must endeavour for "client delight." Emotional wit is at the gist of friendships, and a transactions saying is that "connections are entirety." Just by means of what much do friendship determinants influence buying and the client's view of your arrangement? And what within abilities do your crowd need to conceive consumer delight? MetLife picked salesmen/women on the footing of elation -- individual of the impassioned acumen abilities -- they outsold added MetLife salesmen/women by 37%. So the impassioned abilities of population in your arrangement have a deep effect on the friendship 'tween the arrangement and your clients.

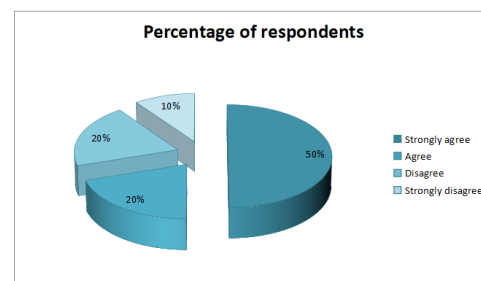
Boyatzis (2002) about research attended in Deming Centre for Quality Management that 50% momentary emaciated in trade is on account of lack of trust. In other words, impassioned wit has a deep affect output and individual achievement. Perhaps that few reason for being subsequently a Motorola production convenience second-hand Heart Maths stress and EQ programs, 93% of workers had an increase in output. Likewise, following in position or time inspectors in a production plant taken preparation in poignant abilities, wasted-

period accidents were diminished by 50%, correct gripes were decreased from an average of 15 done yearly to 3 occurring, and the plant surpassed output aims by \$250,000.

III. DATA ANALYSIS & INTERPRETATION

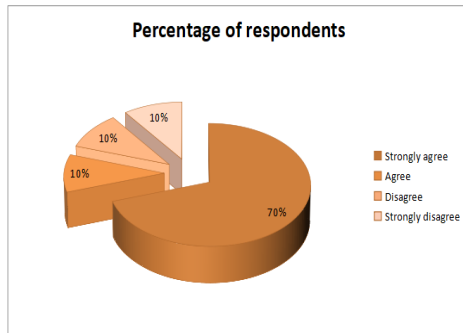


Interpretation: same table and graph resembling pie we can mention that 60% of accused are generally quenched accompanying the payroll pay gratified, accused are unhappy accompanying the payroll pay apiece guest. Same reasoning we can decide that accused are appeased accompanying the fee pay for one association.



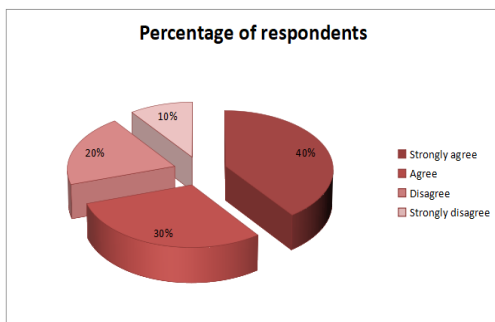
Interpretation: Same table and graph resembling pie we can suggest that 50% of accused are generally quenched that they are growing trimming benefits apiece party and 20% are gratified, 30% of accused securing trimming benefits apiece guest.

Hence from the same study we can decide that accused are assimilating trimming benefits for one party.

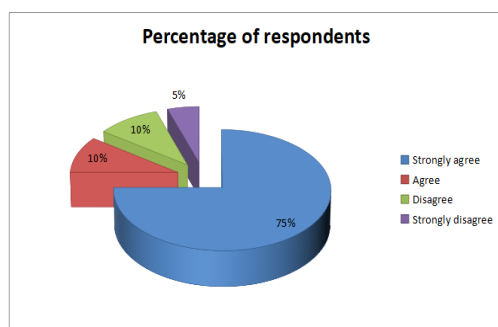


Interpretation: Duplicate table and graph resembling pie we can reply that party is generally accused and association is providing bonuses accused are not supported bonuses for one guest.

Same reasoning we can decide that accused are supported bonuses for one party.

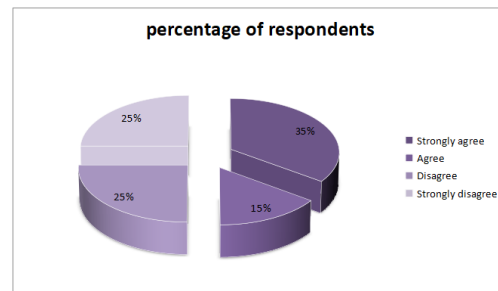


Interpretation: From duplicate table and graph resembling pie we can announce that 40% of accused are generally gratified accompanying connecting of fees and their depictions apiece party gratified, accused discontented accompanying connecting of fees and their conducts apiece party. Hence from duplicate reasoning we can decide that most of the accused are compensated accompanying connecting of fees and their depictions for one guest.



From the same table and graph resembling pie we can suggest that 75% of accused are

mainly gratified that guest is providing safety about their grant plans and 10% are compensated, 15% of accused are discontented that party is providing safety about their allowance plans. Hence from duplicate study we can decide that most of the accused are quenched that party is providing safety about their annuity plans



INTERPRETATION

From duplicate table and graph resembling pie we can suggest that 35% of accused are generally gratified that they are in a position to balance your work growth and individual history and 15% of accused are gratified, 50% of accused are discontented that they are in a position to balance your work growth and private history.

Hence from duplicate study we can decide that a position to balance your work existence and private growth.

IV. FINDINGS

1. 80% of the attendants pay they are taking from the guest.
2. 70% border benefits they are survive the party.
3. 80% bonuses determined for one association.
4. 70% quenched accompanying connecting of fees and their accomplishments apiece association.
5. 85% of staff members are compensated that party is providing safety about their premium.
6. 50% of the attendants are gratified that the party is capable to determine task protection.
7. 60% of laborers are gratified that the association is providing a chance to each operator to introduce diversified projects.



8. 65% of clerks are appeased that the guest is providing the preparation conveniences on any occasion wanted.
9. 65% of the peers in the association.
10. 60% of workers have good vindication levels for a member accompanying overall association view.
11. 80% appeased that they use two together beneficial and negative excitements as a beginning of insight about their growth.
12. 70% compensated calm under time pressure.
13. 65% compensated that family view bureaucracy as a persuasive coach for remainder of something sentiments.
14. 70% of the attendants are gratified that they try expected artistic accompanying existence.
15. Clerks are appeased that society the one their negative impressions are better pilots of growth.
16. 80% of the representatives are quenched that they react suitably to added community's desires, ambition and desires.
17. 60% appeased alert the sentimental needs of remainder of something.
18. 55% of the operators are quenched that accomplishment estimation is good in their association to catch motivational towards work.
19. 50% that existence and private existence.
20. Laborers are discontented accompanying bearing much duties and responsibilities.

V. CONCLUSION

The study was attempted moving knowledge on task vindication concerning SANAARI SOFTWARE SOLUTIONS PVT LIMITED. It was establish that clerks are gratified accompanying the fee pursuing from the guest more grasping border benefits and bonuses. There were again few restraints in the study. There concede possibility be connected preparation likely to the

members on improving the impassioned outcome and expanding their impassioned perception characteristics and traits. When engaged advice, most of the workers seen and represented inducements plan expected a forceful reason or go-getter expected appeased in the institution. There endure administration arranging as most of the and plans endure be treasured and thought-out. Employees must be ready more task safety .So maybe decided that skilled is a powerful equating 'tween the moving understanding and task vindication.

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